



# TORQ Analysis of Office Clerks, General to Switchboard Operators, Including Answering Service

## INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Office Clerks, General	43-9061.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Switchboard Operators, Including Answering Service	43-2011.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

## OUTPUT SECTION:

Grand TORQ:

93

Ability TORQ				Skills TORQ				Knowledge TORQ			
Level			93	Level			94	Level			92
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Speech Clarity	51	9	75	Speaking	49	3	78	Customer and Personal Service	66	4	75
Speech Recognition	62	7	78	Active Listening	58	1	83				

LEVEL and IMPT (IMPORTANCE) refer to the Target Switchboard Operators, Including Answering Service. GAP refers to level difference between Office Clerks, General and Switchboard Operators, Including Answering Service.

## ASK ANALYSIS

### Ability Level Comparison - Abilities with importance scores over 50

Description	Office Clerks, General	Switchboard Operators, Including Answering Service	Importance
Speech Recognition	55	62	78
Oral Comprehension	50	48	75
Oral Expression	57	50	75
Speech Clarity	42	51	75
Problem Sensitivity	46	37	59
Written Comprehension	48	37	53
Selective Attention	37	34	53
Written Expression	46	34	50



Deductive Reasoning	41	<div></div>	34	<div></div>	50
Information Ordering	42	<div></div>	34	<div></div>	50
Category Flexibility	42	<div></div>	37	<div></div>	50
Near Vision	57	<div></div>	42	<div></div>	50
Skill Level Comparison - Abilities with importance scores over 69					
Description	Office Clerks, General	Switchboard Operators, Including Answering Service	Importance		
Active Listening	<div></div> 57	<div></div> 58	<div></div> 83		
Speaking	<div></div> 46	<div></div> 49	<div></div> 78		
Knowledge Level Comparison - Knowledge with importance scores over 69					
Description	Office Clerks, General	Switchboard Operators, Including Answering Service	Importance		
Customer and Personal Service	<div></div> 62	<div></div> 66	<div></div> 75		

Experience & Education Comparison							
Related Work Experience Comparison				Required Education Level Comparison			
Description		Office Clerks, General	Switchboard Operators, Including Answering Service	Description		Office Clerks, General	Switchboard Operators, Including Answering Service
10+ years		0%	0%	Doctoral		0%	0%
8-10 years		0%	0%	Professional Degree		0%	0%
6-8 years		0%	6%	Post-Masters Cert		0%	0%
4-6 years		6%	0%	Master's Degree		0%	0%
2-4 years		3%	7%	Post-Bachelor Cert		0%	0%
1-2 years		48%	22%	Bachelors		0%	6%
6-12 months		12%	11%	AA or Equiv		12%	5%
3-6 months		6%	19%	Some College		21%	16%
1-3 months		1%	7%	Post-Secondary Certificate		14%	5%
0-1 month		1%	5%	High School Diploma or GED		47%	59%
None		19%	19%	No HSD or GED		4%	6%
Office Clerks, General				Switchboard Operators, Including Answering Service			
Most Common Educational/Training Requirement:							
Short-term on-the-job training				Short-term on-the-job training			
Job Zone Comparison							
2 - Job Zone Two: Some Preparation Needed				2 - Job Zone Two: Some Preparation Needed			
Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.				Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.			



These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

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## Tasks

### Office Clerks, General

#### Core Tasks

##### Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

#### Specific Tasks

##### Occupation Specific Tasks:

- Answer telephones, direct calls and take messages.
- Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete and mail bills, contracts, policies, invoices, or checks.
- Complete work schedules, manage calendars and arrange appointments.
- Compute, record, and proofread data and other information, such as records or

### Switchboard Operators, Including Answering Service

#### Core Tasks

##### Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing for or Working Directly with the Public - Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.

#### Specific Tasks

##### Occupation Specific Tasks:

- Answer incoming calls, greeting callers, providing information, transferring calls and/or taking messages as necessary.
- Answer simple questions about clients' businesses, using reference files.
- Complete forms for sales orders.
- Contact security staff members when necessary, using radio-telephones.
- Keep records of calls placed and charges incurred.
- Monitor alarm systems in order to ensure that secure conditions are maintained.
- Operate communication systems, such as telephone, switchboard, intercom, two-way radio, or public address.
- Page individuals to inform them of telephone calls, using paging and interoffice communication equipment.



reports.

- Count, weigh, measure, and/or organize materials.
- Deliver messages and run errands.
- Inventory and order materials, supplies, and services.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Make travel arrangements for office personnel.
- Monitor and direct the work of lower-level clerks.
- Open, sort and route incoming mail, answer correspondence, and prepare outgoing mail.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.
- Prepare meeting agendas, attend meetings, and record and transcribe minutes.
- Process and prepare documents, such as business or government forms and expense reports.
- Review files, records, and other documents to obtain information to respond to requests.
- Train other staff members to perform work activities, such as using computer applications.
- Troubleshoot problems involving office equipment, such as computer hardware and software.
- Type, format, proofread and edit correspondence and other documents, from notes or dictating machines, using computers or typewriters.

#### Detailed Tasks

##### Detailed Work Activities:

- answer calls using switchboard
- answer customer or public inquiries
- arrange teleconference calls
- assist with business or managerial research
- calculate monetary exchange
- carry messages or packages
- classify information according to content or purpose
- collate printed materials
- communicate with customers or employees to disseminate information
- compile data for financial reports
- compile itinerary of planned meetings or activities
- complete patient insurance forms
- compute financial data

- Perform clerical duties, such as typing, proofreading, accepting orders, scheduling appointments, and sorting mail.
- Place telephone calls or arrange conference calls as instructed.
- Record messages, suggesting rewording for clarity and conciseness.
- Relay and route written and verbal messages.
- Route emergency calls appropriately.
- Stamp messages with time and date, and file them appropriately.

#### Detailed Tasks

##### Detailed Work Activities:

- answer calls using switchboard
- answer customer or public inquiries
- arrange teleconference calls
- date stamp messages, mail, or other information
- ensure correct grammar, punctuation, or spelling
- maintain telephone logs
- operate business machines
- perform clerical duties including typing, accepting orders, or sorting mail
- route multi-line telephone calls
- take messages
- transcribe spoken or written information
- use computers to enter, access or retrieve data
- use oral or written communication techniques
- use telephone communication techniques



- date stamp messages, mail, or other information
- develop travel itinerary
- direct and coordinate activities of workers or staff
- disburse checks to satisfy accounts payable
- distribute correspondence or mail
- ensure correct grammar, punctuation, or spelling
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- fill out insurance forms
- fill out purchase requisitions
- greet customers, guests, visitors, or passengers
- index information resources
- maintain account records
- maintain appointment calendar
- maintain inventory of office equipment or furniture
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain record of organization expenses
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- manage inventories or supplies
- measure, weigh, or count products or materials
- obtain information from individuals
- operate business machines
- operate calculating devices
- operate duplicating equipment
- organize legal information or records
- perform office equipment maintenance not requiring service call
- prepare bank deposits
- prepare meeting agenda
- prepare or maintain employee records
- prepare tax reports
- prepare travel vouchers
- process account invoices
- process invoices
- process medical records
- process payroll documents, records, or checks
- proofread printed or written material
- provide customer service
- receive or disburse cash related to payments received



- resolve customer or public complaints
- route multi-line telephone calls
- schedule employee work hours
- schedule meetings or appointments
- select software for clerical activities
- sell products or services
- sort books, publications, or other items
- sort mail letters or packages
- take dictation
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- understand technical operating, service or repair manuals
- use accounting or bookkeeping software
- use computers to enter, access or retrieve data
- use library or online Internet research techniques
- use oral or written communication techniques
- use relational database software
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software
- write business correspondence

### Labor Market Comparison

Description	Office Clerks, General	Switchboard Operators, Including Answering Service	Difference
Median Wage	\$ 24,040	\$ 22,920	\$(- 1,120)
10th Percentile Wage	\$ 15,370	\$ 17,730	\$ 2,360
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 29,520	\$ 26,520	\$(- 3,000)
90th Percentile Wage	\$ 34,880	\$ 30,650	\$(- 4,230)
Mean Wage	\$ 24,580	\$ 23,460	\$(- 1,120)
Total Employment - 2007	13,910	840	-13,070
Employment Base - 2006	14,238	852	-13,386
Projected Employment - 2016	15,020	753	-14,267
Projected Job Growth - 2006-2016	5.5 %	-11.6 %	-17.1 %
Projected Annual Openings - 2006-2016	339	18	-321



## National Job Posting Trends

Trend for Office Clerks, General

Trend for  
Switchboard  
Operators,  
Including  
Answering  
ServiceData from [Indeed](http://Indeed.com)

## Recommended Programs

### Receptionist

Receptionist. A program that prepares individuals to perform frontline public relations duties for a business, organization, or answering service. Includes instruction in telephone answering techniques, responding to information requests, keeping caller and/or visitor records, placing business calls, operating telephone switchboards and/or other communications equipment, relaying incoming and interoffice calls, schedule maintenance, and public relations skills.

No schools available for the program

## Maine Statewide Promotion Opportunities for Office Clerks, General

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-9061.00	Office Clerks, General	100	2	13,910	\$24,040.00	\$0.00	5%	339
43-9041.01	Insurance Claims Clerks	94	2	1,810	\$31,380.00	\$7,340.00	-8%	22
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$7,340.00	-8%	22
43-4031.03	License Clerks	91	2	1,190	\$27,650.00	\$3,610.00	9%	37
43-3021.02	Billing, Cost, and Rate Clerks	91	3	1,990	\$27,580.00	\$3,540.00	1%	28
43-4031.01	Court Clerks	91	2	1,190	\$27,650.00	\$3,610.00	9%	37



43-3051.00	Payroll and Timekeeping Clerks	90	3	650	\$30,470.00	\$6,430.00	-3%	17
43-6014.00	Secretaries, Except Legal, Medical, and Executive	90	2	10,400	\$28,260.00	\$4,220.00	-6%	172
43-3021.03	Billing, Posting, and Calculating Machine Operators	90	2	1,990	\$27,580.00	\$3,540.00	1%	28
43-6011.00	Executive Secretaries and Administrative Assistants	90	3	3,330	\$38,830.00	\$14,790.00	6%	76
43-3021.01	Statement Clerks	89	2	1,990	\$27,580.00	\$3,540.00	1%	28
43-4011.00	Brokerage Clerks	89	3	270	\$39,120.00	\$15,080.00	-13%	8
43-3031.00	Bookkeeping, Accounting, and Auditing Clerks	89	3	7,220	\$29,840.00	\$5,800.00	6%	177
43-9022.00	Word Processors and Typists	88	2	710	\$25,320.00	\$1,280.00	-18%	14
43-4141.00	New Accounts Clerks	88	2	210	\$28,080.00	\$4,040.00	-14%	6

### Top Industries for Switchboard Operators, Including Answering Service

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
General medical and surgical hospitals, public and private	622100	13.37%	23,724	21,012	-11.43%
Telephone call centers	561420	11.10%	19,693	16,430	-16.57%
Automobile dealers	441100	7.80%	13,835	12,555	-9.25%
Offices of physicians	621100	7.27%	12,900	13,002	0.79%
Employment services	561300	4.56%	8,097	7,699	-4.91%
Local government, excluding education and hospitals	939300	3.28%	5,817	5,228	-10.13%
Legal services	541100	2.75%	4,874	4,283	-12.13%
Depository credit intermediation	522100	2.74%	4,865	3,968	-18.44%
Management of companies and enterprises	551100	2.25%	3,994	3,683	-7.78%
Nursing care facilities	623100	1.75%	3,101	2,696	-13.06%
Religious organizations	813100	1.64%	2,909	2,793	-3.99%
Insurance agencies and brokerages	524210	1.42%	2,525	2,285	-9.51%
Offices of real estate agents and brokers	531200	1.24%	2,199	2,143	-2.56%
Community care facilities for the elderly	623300	1.04%	1,842	2,251	22.22%





Direct insurance (except life, health, and medical) carriers	524120	0.98%	1,733	1,449	-16.38%
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### Top Industries for Office Clerks, General

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	6.76%	216,353	239,442	10.67%
Employment services	561300	5.73%	183,333	205,732	12.22%
Colleges, universities, and professional schools, public and private	611300	5.46%	174,730	192,577	10.21%
Elementary and secondary schools, public and private	611100	3.90%	124,823	129,588	3.82%
General medical and surgical hospitals, public and private	622100	3.64%	116,610	127,184	9.07%
State government, excluding education and hospitals	929200	3.15%	100,831	87,729	-12.99%
Offices of physicians	621100	2.61%	83,460	113,946	36.53%
Religious organizations	813100	1.96%	62,566	73,970	18.23%
Management of companies and enterprises	551100	1.74%	55,727	63,288	13.57%
Legal services	541100	1.54%	49,191	58,552	19.03%
Offices of real estate agents and brokers	531200	1.53%	48,935	64,594	32.00%
Junior colleges, public and private	611200	1.45%	46,336	50,439	8.86%
Insurance agencies and brokerages	524210	1.36%	43,651	48,643	11.44%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.35%	43,237	55,570	28.53%
Depository credit intermediation	522100	1.23%	39,275	39,448	0.44%